

Figure 1

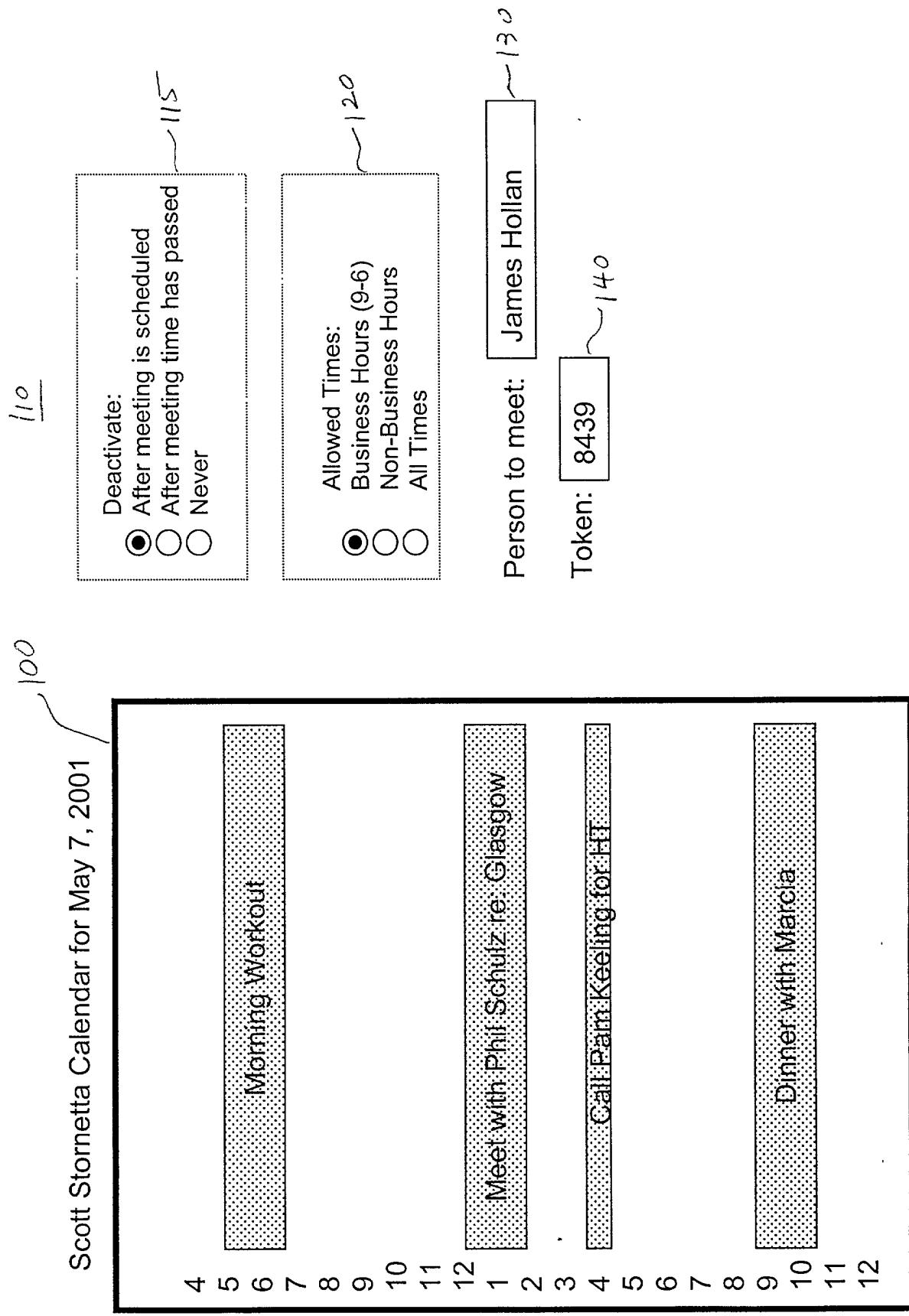


Figure 2

Scott Stornetta Calendar for May 7, 2001

| General Instructions: | |
|--|-------------------------------|
| Welcome, James Hollan. | |
| Please select a time at your convenience to meet with Scott Stornetta, by clicking in the desired time slot. | |
| 4 | |
| 5 | |
| 6 | |
| 7 | |
| 8 | No appointments before 9 a.m. |
| 9 | |
| 10 | |
| 11 | |
| 12 | |
| 1 | Available |
| 2 | |
| 3 | |
| 4 | Available |
| 5 | |
| 6 | |
| 7 | No appointments after 6 p.m. |
| 8 | |
| 9 | |
| 10 | |
| 11 | |
| 12 | |

Figure 3

Scott Stornetta Calendar for May 7, 2001

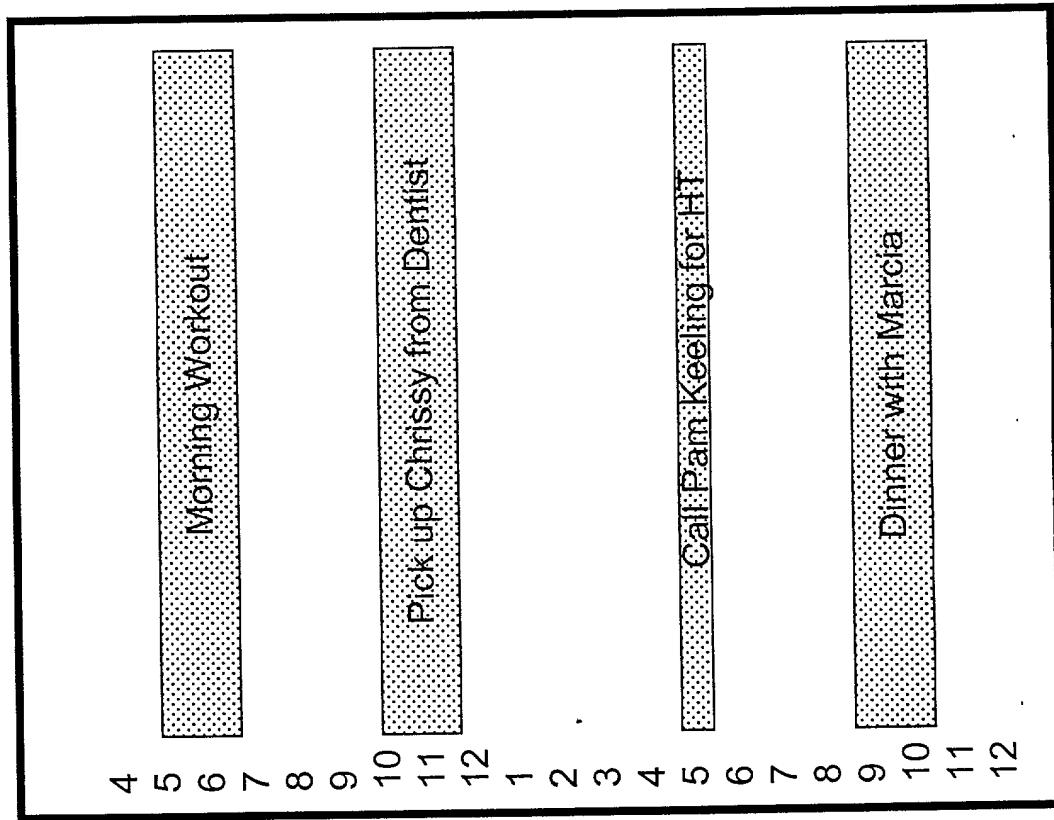


Figure 4

Scott Stornetta Calendar for May 7, 2001

| General Instructions: | |
|--|-------------------------------|
| Welcome, James Hollan. | |
| Please select a time at your Convenience to meet with Scott Stornetta, by clicking in the desired time slot. | |
| | |
| 4 | |
| 5 | |
| 6 | |
| 7 | No appointments before 9 a.m. |
| 8 | |
| 9 | |
| 10 | |
| 11 | Not available |
| 12 | |
| 1 | |
| 2 | |
| 3 | |
| 4 | |
| 5 | Not available |
| 6 | |
| 7 | No appointments after 6 p.m. |
| 8 | |
| 9 | |
| 10 | |
| 11 | |
| 12 | |

Figure 5

M: "You've reached the voicemail of Scott Stornetta.
If you have a token, please enter it now. Otherwise, leave
a message after the tone."

C: [DTMF input] 8439

M: "Hello, James Hollan. Available times to talk with Scott Stornetta
are on Friday, May 7th, from 9 to 12, 2 to 4, and 5 to 6.
Select a time by entering the start time"

C: [DTMF input 2]

Figure 6

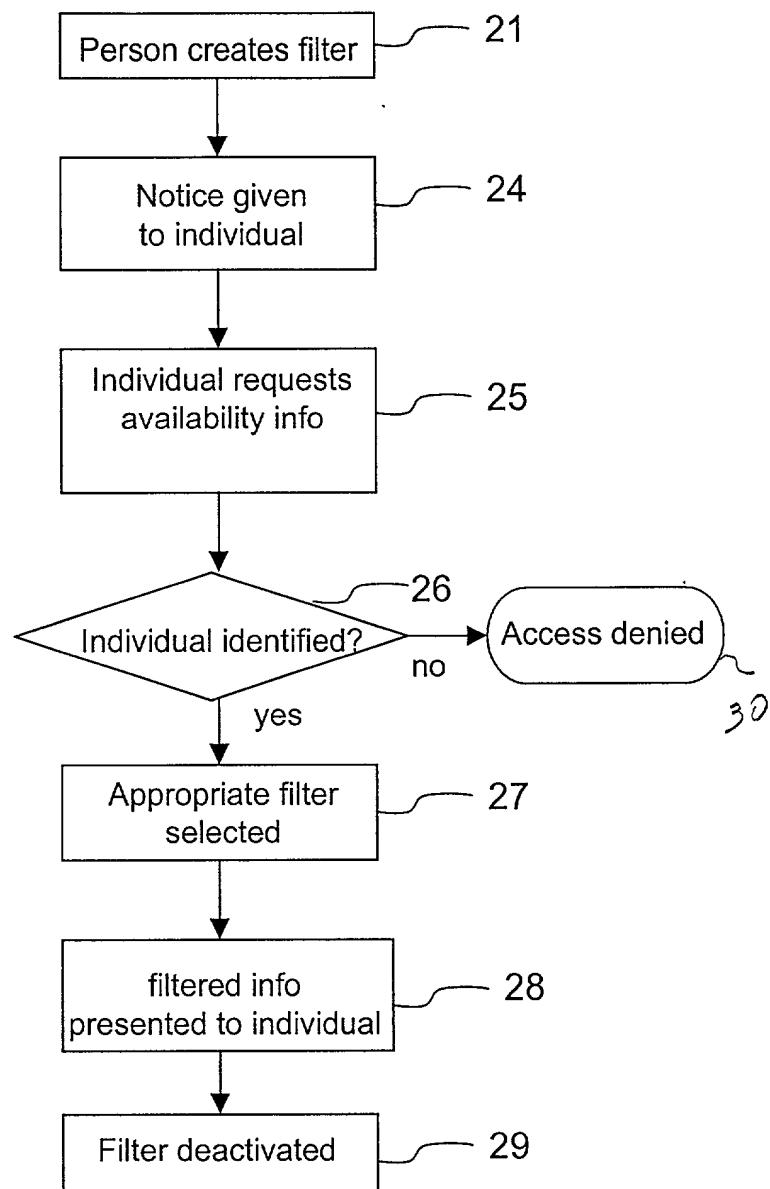


Figure 7

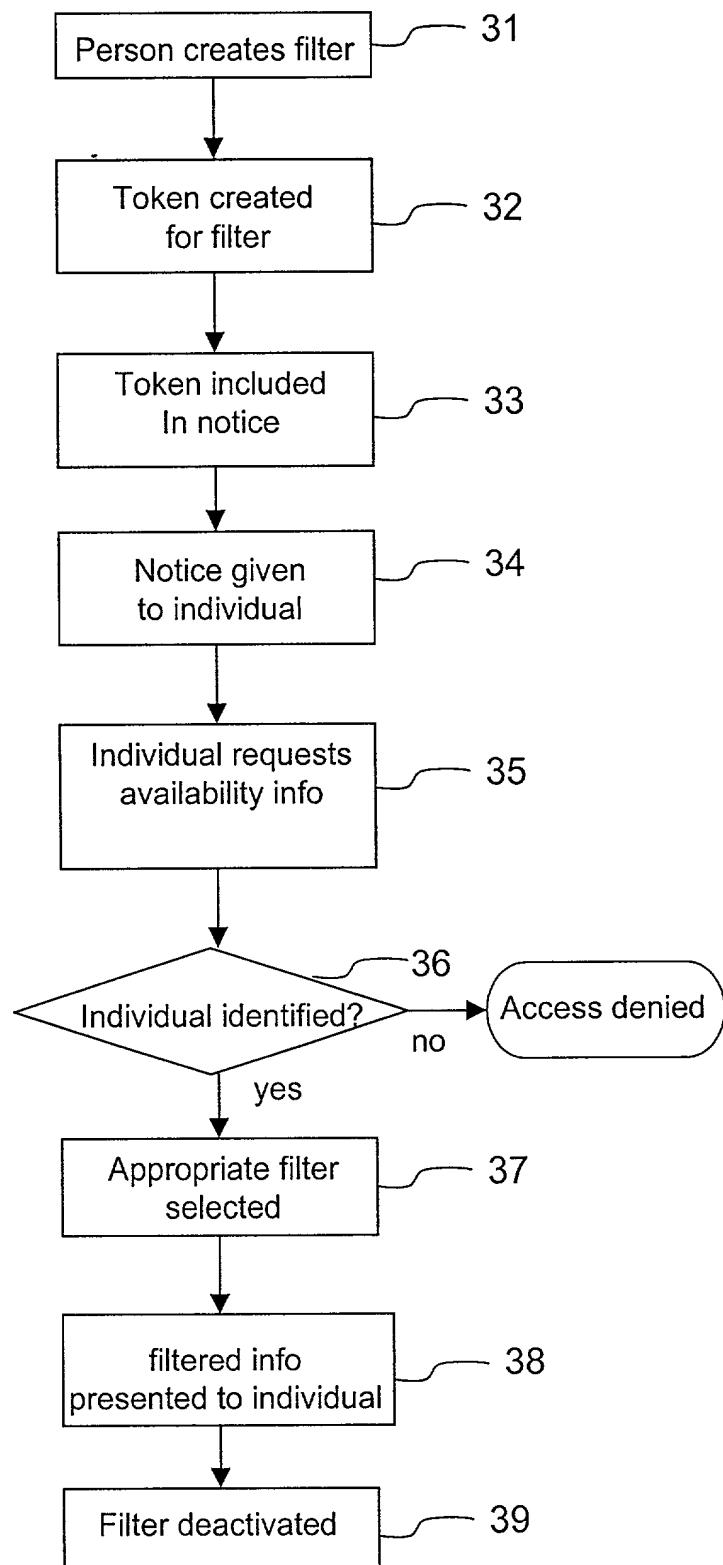


Figure 8

